



MELIS TURKOGLU CAKICI

CHANNEL INSIGHT EXECUTIVE

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Tableau Desktop Certified Associate with 9+ years of experience delivering enterprise BI and decision intelligence for Fortune 500 organizations in GBS environments, collaborating with C-level leaders, engineering, and DTC stakeholders, across Consumer Electronics, Finance, and Technology, leveraging Tableau, Power BI, Qlik Sense, Google Analytics, and SAP.

CORE SKILLS

Leadership & Stakeholder Management: C-Level Communication · Cross-Functional Partnership · Strategic Customer & Channel Insights

Data Visualization & BI: Tableau · Power BI · Qlik Sense · Executive Dashboards · KPI Reporting

Analytics Platforms: Adobe Analytics · GA4 · SAP · Google Ads · Meta Ads · DV360 · AppsFlyer · Jira

Data & Query Tools: SQL · DBEaver · MSSQL · PostgreSQL · Oracle · Excel

Languages: English — Fluent · Turkish — Native · German — Basic

WORK EXPERIENCE

VODAFONE | Channel Insight Executive | Apr 2026 – Present

- Lead customer and channel performance analytics to generate actionable insights and strategic recommendations
- Manage KPI tracking and segmentation analyses to identify trends, growth opportunities, and business risks
- Oversee NPS, CSAT, retention, and churn analyses to support customer experience and loyalty strategies
- Steer collaboration with Digital, Care Tribe, Growth, Product, and CX teams to inform decision-making

SAMSUNG | Senior Data Marketing Professional | Aug 2024 – Mar 2026

- Owned C-suite analytics for D2C and e-commerce, delivering ROI, retention, and churn insights while reducing reporting by 60%
- Led Power BI enablement across Samsung Turkey HQ, achieving 85% adoption among 50+ key users
- Tracked digital marketing, CRM KPIs using Tableau, Power BI, Adobe Analytics, GA4, Google & Meta Ads, Grafana, and SAP Hybris

SIEMENS | Data Analysis and Simulation Professional | Jun 2022 – Jun 2024

- Implemented automated BI solutions for GBS DTC units using Tableau, Qlik Sense, Power BI, and MSSQL
- Optimized product line analytics, saving 440+ hours annually through collaboration with Germany and US-based global teams
- Improved decision-making efficiency by 96% via simulation-driven KPI frameworks

TURKISH ECONOMY BANK - BNP PARIBAS | Data Analytics Assistant Manager | Feb 2020 – Jun 2022

- Designed Qlik Sense dashboards for strategic finance reporting, supporting senior leadership decision-making
- Facilitated 10+ data training sessions for directors and analysts, driving analytics adoption and data literacy
- Standardized KPIs across business units and IT, streamlining analytics workflows and improving reporting consistency

LOGO | Product Specialist | Feb 2019 – Feb 2020

- Shaped BI product capabilities aligned with business strategy
- Produced roadmap-driven insights to support executive decision-making
- Enhanced BI and analytics products through cross-functional collaboration

KARA | Business Intelligence Consultant | Aug 2017 – Jan 2019

- Delivered 20+ Tableau dashboards and 10+ trainings for Siemens, Pfizer, Vodafone, Sumitomo, Turkcell, Gilead, and ITU.
- Provided enterprise BI consulting in collaboration with the Tableau Software London team
- Executed PoC and demo projects across Tableau, Exasol, and KNIME

ALLIANZ | Engineering Intern | Aug 2016 – Sep 2016

- Contributed to data validation and operational reporting supporting engineering teams

EDUCATIONAL BACKGROUND

Sakarya University | B.Sc. in Computer Science, Graduated with Honor | Final Year GPA: 3.08 | Sep 2013 – Jun 2017



